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GP 2756 #4

99EC015/75339

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application

Applicant: Hymel

For: ACD MULTIMEDIA CUSTOMER
CONTACT ROUTING WITH
DELAY ANNOUNCEMENTS

Serial No.: 09/505,318

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Attorney

Docket No.: 99EC015/75339

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In accordance with 37 C.F.R. §§1.56, 1.97 and 1.98,
applicant hereby submits the following statements consisting of:

I. A list of patents (and attached form PTO-1449);

II. General remarks.

A copy of each listed document is enclosed herewith.

I. PATENTS

<u>U.S. Patent No.</u>	<u>Date of Issue</u>	<u>Patentee(s)</u>
5,991,394	Nov. 23, 1999	Dezonno et al.

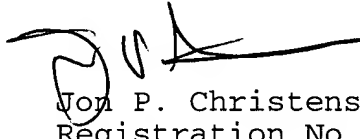
II. GENERAL REMARKS

It is respectfully requested that the above-listed patent be given consideration by the Examiner and made of record in the subject patent application.

Respectfully submitted,

WELSH & KATZ, LTD.

By



Jon P. Christensen

Registration No. 34,137

May 19, 2000
120 South Riverside Plaza
22nd Floor
Chicago, Illinois 60606
(312) 655-1500